

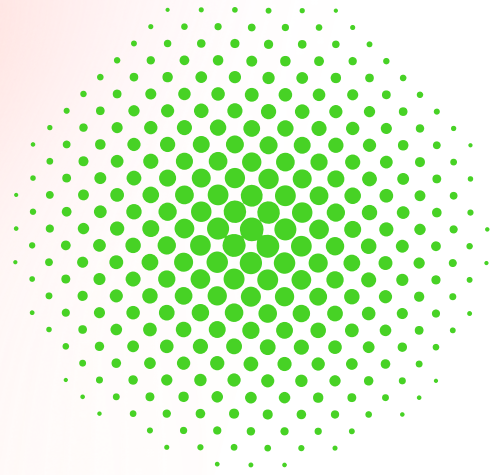
The **O**mnia Platform

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The fully integrated all in one Housing Management System and CRM Solution for Social Housing.

The Omnia Platform

HOUSING TECH



Redfining Housing Management Systems for a Modern Era

A new chapter in social housing begins here. Omnia is more than technology, it's a commitment to better homes, stronger communities, and empowered providers. Built with sector insight and human empathy, Omnia reimagines how housing organisations operate, connect, and grow.

The housing sector is at a crossroads. Rising demand, changing resident expectations, and mounting regulatory pressures are stretching outdated systems beyond their limits. Many providers find themselves navigating fragmented tools, disconnected data, and processes that no longer serve the pace of modern housing.

The Omnia Platform was created in response. Developed in collaboration with housing professionals, Software Engineers, and University Research, Omnia is built to address real operational pain points while unlocking long-term transformation. It brings clarity where there is complexity, connection where there are silos, and confidence where decisions matter most.

This is more than a digital upgrade. It is a reshaping of how housing organisations can work, more human, more strategic, and more future-ready.

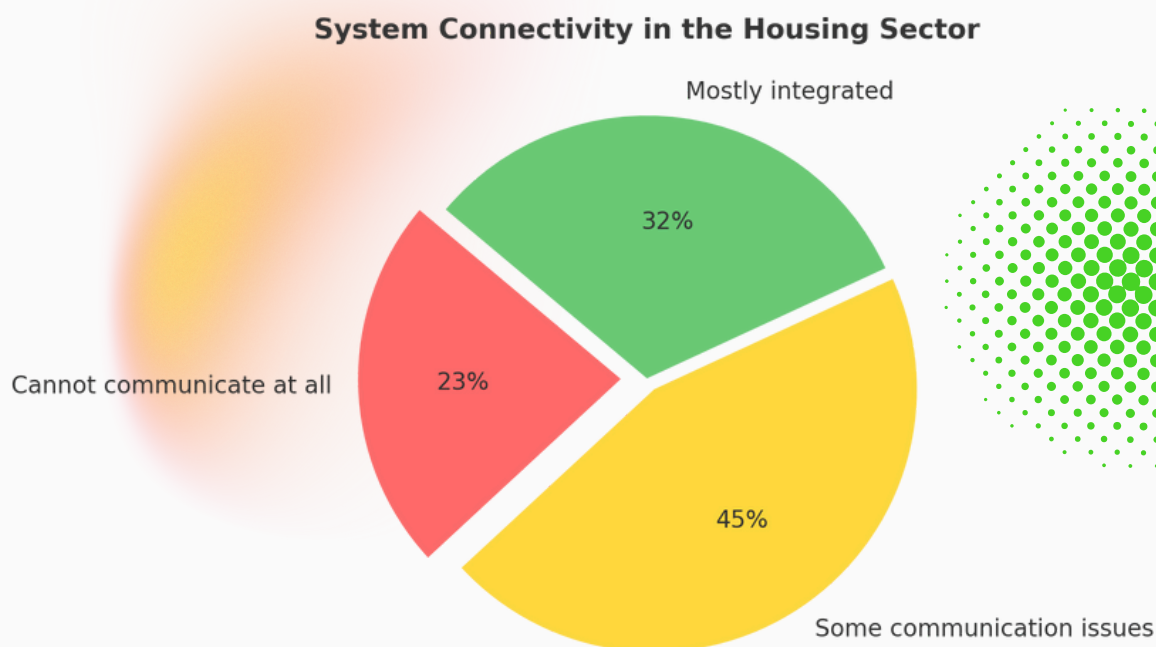
How Existing Disconnected Housing Tech Is Holding Us Back



The housing sector is being slowed by technology that was never built to work together. Disconnected systems, unreliable data, and manual workarounds are costing providers time, money, and trust.

Too Many Silos, Too Little Signal

Around 25% of housing providers report that most of their systems cannot share data, and a further 45% struggle with partial integration. Critical information remains trapped, limiting insight and collaboration.

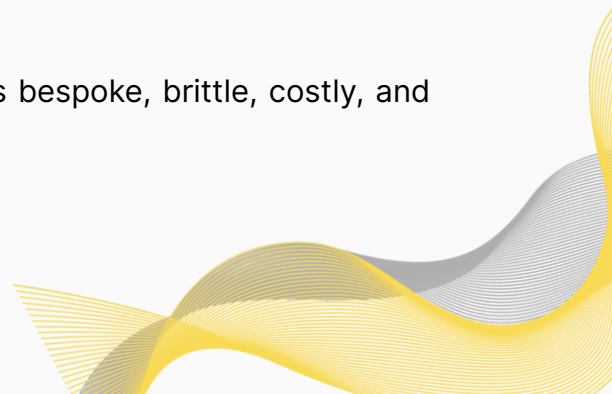


Legacy Systems, Modern Demands

Many legacy HMS platforms were never designed for today's connected environments. Integrations fail, workflows break, and teams compensate with manual patchwork solutions.

No Shared Standards, Endless Fragmentation

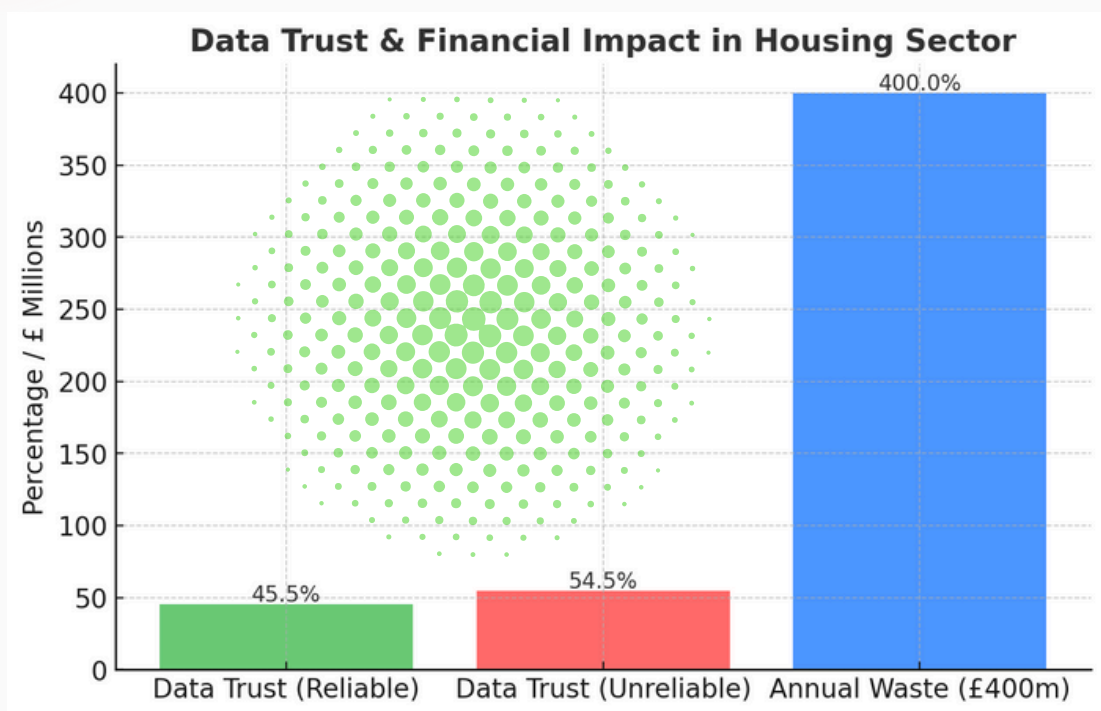
Without unified frameworks, every integration becomes bespoke, brittle, costly, and outdated the moment requirements change.





Data You Can't Trust

Poor data quality is estimated to cost the sector over £400 million per year, through misallocations, duplication, and inefficiency. When accuracy is in doubt, every decision carries risk.



Manual & Messy Data Capture

Spreadsheets, paper forms, and inconsistent data entry create delays and errors that ripple across teams and services.

The Consequences Are Severe

Teams waste hours switching systems and chasing missing records

Leadership cannot access a true organisational picture, blocking predictive insight and AI potential. Tenants experience slower responses, inconsistent updates, and broken communication. Compliance becomes a guessing game, as safety data and repairs sit in silos.

Omnia: The Unified Backbone for Housing Operations



Omnia is the single platform designed to bring order to the fractured world of housing technology. Where legacy systems create barriers and data lives in silos, Omnia provides one connected source of truth, unifying tenancies, repairs, finance, compliance, asset data, and resident communication into a single operational ecosystem. By replacing manual workarounds and fragmented integrations, we give organisations the stability and clarity they need to lead with confidence.

With automated validation, live data flows, and intelligent reporting, Omnia delivers absolute trust in information. Teams gain real-time visibility across every service area, enabling faster decisions, earlier interventions, and proactive planning powered by AI-driven forecasting. The result is a step change in operational performance: fewer delays, fewer data disputes, and a workforce that can focus on people instead of processing.

This isn't just about efficiency, it's about experience. With Omnia, residents receive quicker responses and clearer updates, while leaders gain the assurance of auditable, compliant, and consistently reliable information. Omnia isn't just another system. It's the infrastructure housing has been missing, the digital backbone built to strengthen every part of the housing mission.

HEALTHCARE – EHR PLATFORMS

HOSPITALS USING INTEGRATED PATIENT SYSTEMS SAW A 30% REDUCTION IN CLINICAL ERRORS THROUGH CONNECTED DATA AND SHARED RECORDS.

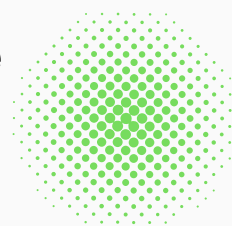
HRETAIL – ERP SYSTEMS

RETAILERS ADOPTING UNIFIED ERP PLATFORMS REPORTED UP TO 25% INVENTORY WASTE REDUCTION AND FASTER DECISION-MAKING.

AVIATION – OPERATIONS CONTROL PLATFORMS

AIRLINES USING INTEGRATED CONTROL SYSTEMS IMPROVED ON-TIME PERFORMANCE BY OVER 20% THROUGH REAL-TIME COORDINATION.

Other Sectors That Are Transforming Through Unified Platforms...



LOCAL GOVERNMENT – CITIZEN SERVICE PLATFORMS

COUNCILS DEPLOYING SINGLE CITIZEN PLATFORMS REDUCED SERVICE DUPLICATION COSTS BY 15–20% WHILE IMPROVING RESPONSE TIMES.

Our Vision Goes Beyond Software, A Movement for Change



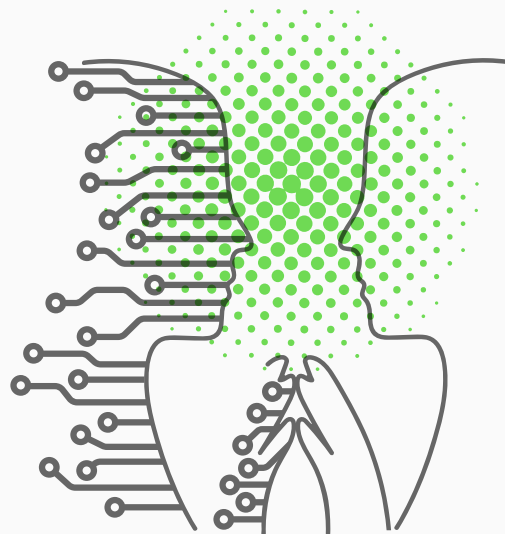
At the heart of Omnia lies a simple belief: housing is not just a service, it is a commitment to dignity, stability, and community. Technology alone cannot transform the sector, but it can empower the people who do.

Omnia is built for those on the front line and those shaping strategy, for operatives, officers, managers, and leaders. It is a platform born from lived experience within housing, created to restore clarity where systems fragment, and to elevate the essential work often hidden behind compliance and process.

We envision a sector where digital tools reinforce human purpose. Where repairs operatives are recognised as key workers. Where data strengthens trust, not bureaucracy. Where providers are free to focus on impact, not administration.

Omnia is more than software. It is a movement towards respect, intelligence, and collaboration across the housing landscape, because better systems build better outcomes, and better outcomes build stronger communities.

“Omnia is where housing intelligence meets human intent, AI doesn’t replace decisions, it strengthens them with clarity, foresight, and purpose.”



Foundations & Capabilities of Omnia



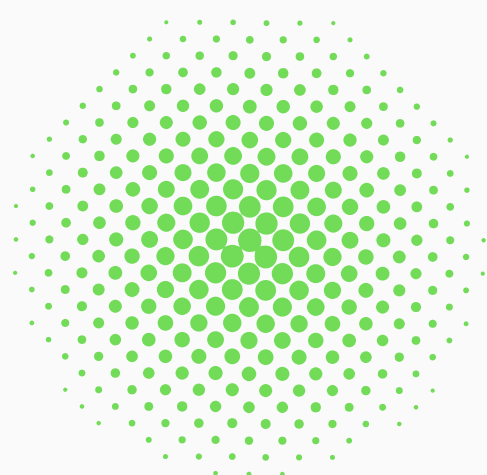
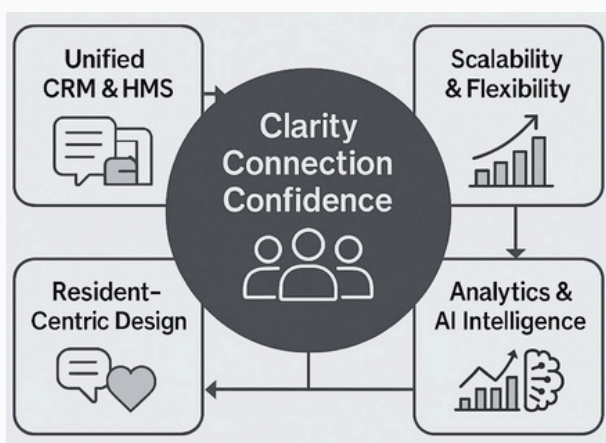
Omnia is built on principles shaped by real housing practice, a platform designed not just to manage operations, but to elevate them. At its core, Omnia unifies people, processes, and purpose, replacing fragmented systems with a single, intelligent backbone for housing services.

Housing needs more than technology, it needs clarity, connection, and confidence. That begins with a unified CRM and HMS, bringing every property, tenancy, and interaction into one shared environment. With resident experience at the centre, every feature ensures people feel heard, informed, and supported. Omnia turns data into direction, using real-time dashboards and predictive insight to guide decisions rather than simply record them.

Built for growth, Omnia adapts to any organisation, from local providers to national groups, evolving with new structures and ambitions. It empowers those delivering housing daily, reducing admin, strengthening coordination, and freeing teams to focus on what matters most: residents and outcomes.

This foundation powers a suite of capabilities that simplify complexity and enhance service delivery. Case and tenancy management provide full visibility across teams, while repairs workflows move seamlessly from report to resolution, supported by AI that identifies risks before they escalate. The resident communication hub creates transparency through self-service, messaging, and updates, strengthening relationships and trust.

With asset and compliance management, safety checks and certifications live in one auditable space, turning compliance into confidence. And through analytics and AI intelligence, leaders gain foresight to act, making decisions that create smarter operations, safer homes, and stronger communities.





Resident Experience & Empowering Communities

Residents are at the heart of every housing organisation, and Omnia is built to enhance their experience at every stage. When people feel heard, informed, and respected, trust grows, and stronger communities follow.

Transparent Communication & Self-Service

With resident portals and real-time updates, tenants can report repairs, track progress, and receive notifications without needing to chase. This transparency reduces frustration and builds confidence in service delivery.

Faster Resolutions, Safer Homes

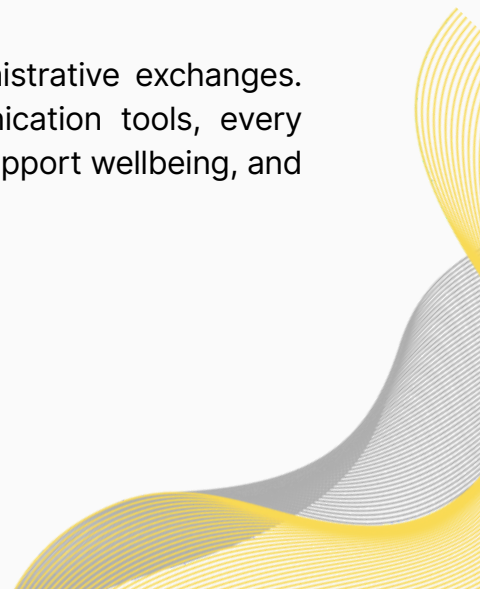
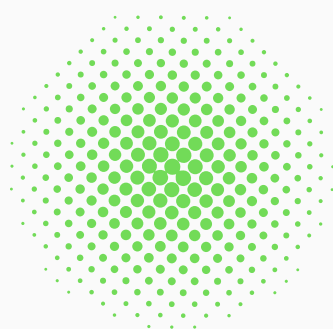
By connecting repairs, case management, and communication in one place, Omnia ensures that issues are resolved quickly and consistently, improving safety, satisfaction, and long-term tenancy stability.

Digital Inclusion & Accessibility

Omnia is designed for everyone. Mobile-friendly, intuitive, and accessible, it supports diverse resident needs, including multilingual interfaces and inclusive design. No resident should be left behind in the digital shift.

From Transactions to Relationships

Omnia encourages meaningful engagement, not just administrative exchanges. By equipping teams with better information and communication tools, every resident interaction becomes an opportunity to build trust, support wellbeing, and strengthen community.





Data & Insights, Smarter Decisions & Better Outcomes

In a sector where every decision carries weight, clarity is essential. Omnia transforms raw data into meaningful insight, giving leaders, managers, and frontline teams the confidence to act with foresight rather than hindsight.

From Information to Intelligence

Real-time dashboards provide instant visibility of performance, risk, and service demand. Omnia unifies data across repairs, tenancies, assets, and finance, delivering a single source of truth for the entire organisation.

Predictive Analytics & AI

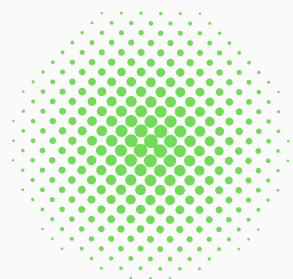
By identifying patterns and emerging risks, Omnia supports proactive decision-making. From forecasting repair trends to flagging vulnerable households, AI-powered insights help teams intervene earlier and plan smarter.

Compliance with Confidence

Regulation should drive assurance, not anxiety. Omnia automates key compliance tracking, ensuring safety checks, certifications, and reporting are accurate, auditable, and always up to date.

Evidence for Leadership & Strategy

Whether presenting to boards, regulators, or tenants, Omnia enables leaders to speak with evidence. Performance metrics become clear, measurable, and aligned to organisational goals, supporting long-term impact.



Foundations & Capabilities of Omnia



Implementation & Partnership – With You at Every Step

Choosing a new platform is not just a technical decision, it is a strategic commitment. Omnia is built on partnership, ensuring every organisation feels supported, heard, and confident from day one.

Guided Onboarding, Real Alignment

We work alongside your teams to understand your processes, priorities, and pressures. Implementation is collaborative, designed to minimise disruption and maximise adoption.



Training that Empowers

From leadership sessions to frontline workshops, Omnia provides tailored training that builds confidence across every role, ensuring your teams feel equipped, not overwhelmed.

Co-Design & Continuous Improvement

Omnia evolves with the sector. Through client councils, user feedback, and shared innovation, we shape new features with those who use them, keeping the platform relevant, responsive, and future-ready.

A Long-Term Partner, Not a Vendor

Our commitment doesn't end at go-live. With ongoing support, sector insight, and roadmap collaboration, we are here to help you grow, adapt, and lead.

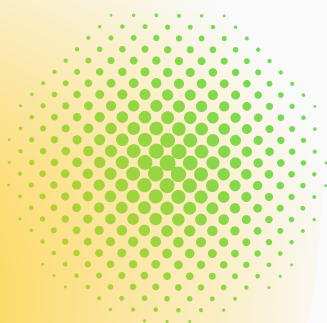


The Future with Omnia. Join the Movement...

The future of housing will be defined by those who choose to lead it. Omnia is more than a platform, it is an invitation to reimagine what's possible when technology, purpose, and people move together.

We believe in a sector where systems enable, not restrict. Where insight replaces uncertainty. Where every resident, every operative, every leader is supported by tools built with their reality in mind. Omnia is ready for those ready to make change, innovators, reformers, and organisations who know that better is not only possible, but necessary.

Let's build better housing, together. Join the movement shaping the future of social housing.





Reference List

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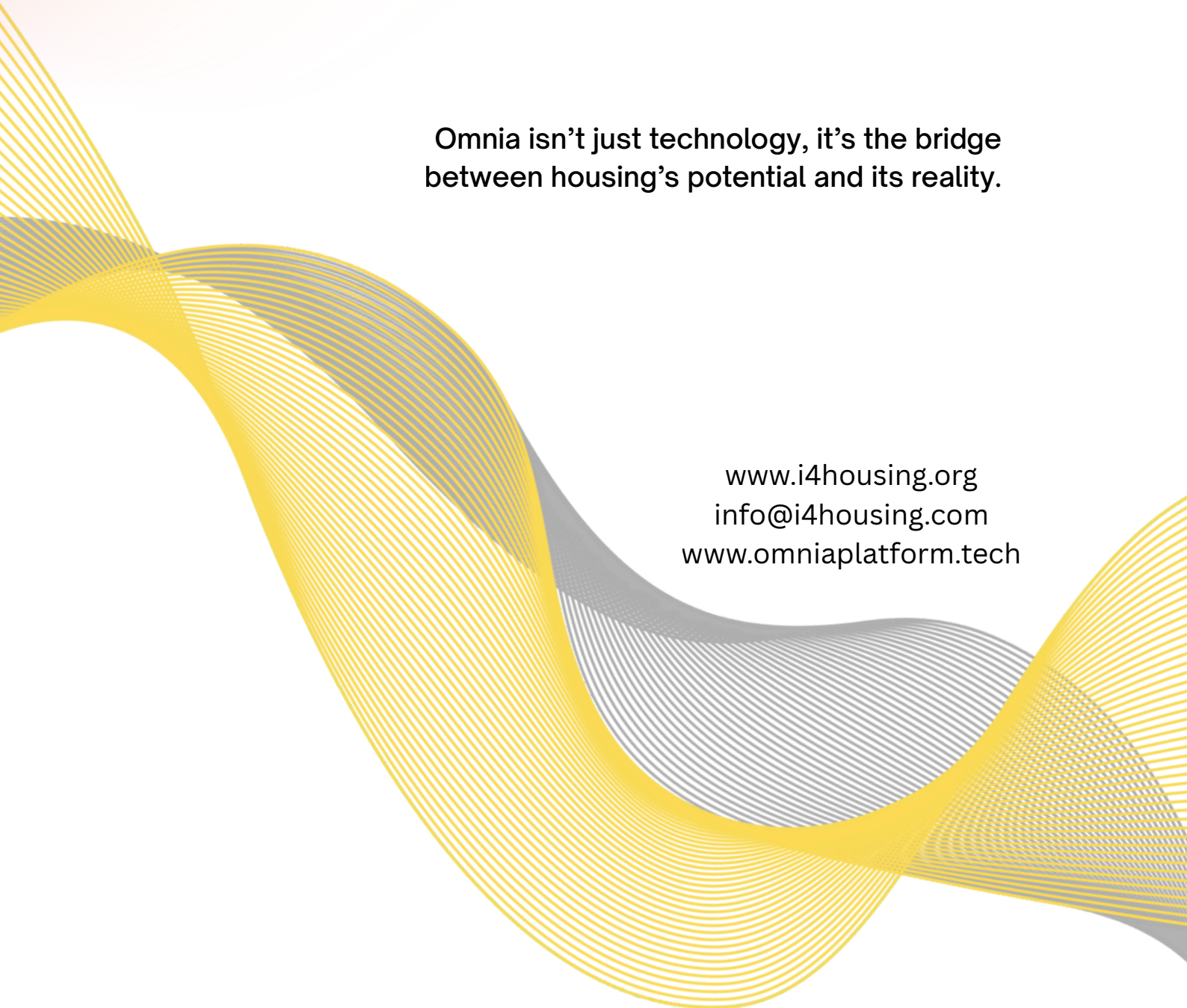
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The logo for Omnia features a large, bold letter 'O' in a vibrant green color. To its right, the word 'omnia' is written in a bold, black, sans-serif font. The letters have a subtle drop shadow effect, giving them a three-dimensional appearance. The background of the top left corner is a soft, warm gradient of yellow and orange.

Omnia

Omnia isn't just technology, it's the bridge
between housing's potential and its reality.

A decorative graphic element consisting of several overlapping, wavy lines that flow from the left side of the page towards the right. The lines are rendered in a light yellow and a light grey color, creating a sense of movement and depth. The lines are composed of many thin, parallel lines, giving them a textured, almost fabric-like appearance.

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